Command Summary

Menu Command | [ ] = Console keypad key | **[Fn]** = Console Softkey | = Computer keyboard key

Account Codes	Dial Account Code Access Code + dial Account Code + press # + continue dialing
Answer Call	[ANSWER] (First Call Waiting) **OR [F1] to [F7]** (Selective Answer)
Call Forward — Cancel on Extension	**Program** > **Cancel Station CFWD** or **Cancel Station CFFM** + Enter extension number + Click **Yes** + Click **Quit**
Call Forward — Cancel on All Extensions	**Program** > **Cancel All CFWD** + Click **Yes**
Call Park	Put call on Hold + [PAGER] + Dial zone code (if required) + Announce Call Park Retrieve code and Hold position number
Clear All Extension Features	**Program** > **Cancel Station Feature** + Enter extension number + Click **Yes** + Click **Quit**
Conference Call — Setup	With 2 parties connected to the console, select **[Conference]**
Conference Call — Add more parties	Dial number + **[Conference]** after the called party answers
Day/Night Service	Select Day, Night Service 1 or Night Service 2 from Day Service
DND — Set/Cancel	**Program** > **Set Station DND** or **Cancel Station DND** + Enter extension number + Click **Yes**
DND — Cancel on all Extensions	**Program** > **Cancel All DND** + Click **Yes**
Handset/Headset - Enable/Disable	Plug handset/headset into keypad + Select *Using Handset* or *Using Headset* from Using Handset
Hold — Place	[HOLD]
Hold — Retrieve	[RETRIEVE] + dial the position number of the call (1-6)
Last Number Redial	Dial Last Number Redial code
Make Internal Call	Dial number **OR** use Phone Book
Make External Call	Dial prefix (e.g. 9) + telephone number
Message Waiting — Set/Cancel	[MESSAGE] + **[Set MSG Waiting]** OR **[Clear MSG Waiting]** + Dial extension number + [CANCEL] **OR** [RELEASE]
Message Waiting — Check Status	[MESSAGE] + **[Check MSG Waiting]** + Dial extension number + [CANCEL]
Microphone Mute	Press the button above the key on the console keypad
Operator Absent/Present	Select *Operator Absent* or *Operator Present* from Operator Present
Override (Interrupt Busy Extension)	**[Override]** (Following Override, press [RELEASE] to disconnect busy extension or [CANCEL] to reconnect to Source)
Paging	[PAGER] + Dial zone code (if required) + Announce + [CANCEL] to end page
Phone Book	[PHONE BOOK] + Type entry + **[Search]** (if necessary, press + ↑↓ to select entry + **[Call]** to call selected entry
Recalls - Answering	[ANSWER] **OR [Recall]**
Recover Last Call	[RECOVER] immediately after releasing the call
Ringer Mute	Select *Ringer On* or *Ringer Off* from Ringer On
Serial Call — Setup	While connected to requesting party, **[Set Serial Call]** + Dial extension number + [RELEASE]
Serial Call — Extend	When requesting party recalls, [ANSWER] Dial extension number + [RELEASE]
Serial Call — End	After transferring the requesting party to the last extension, **[Cancel Serial]**
Tone Signaling	While on a call, press [TONES] + Dial digits. Press [TONES] again to turn off tone signaling.
Traffic Monitoring (Trunk Status)	[TRUNK STATUS] + Select *Trunk Groups* **OR** *Digits Dialed* + **[Search]**
Transfer Call	Dial destination number + [RELEASE] **OR** Wait for answer + [RELEASE]
Transfer Recall to Voicemail	Answer the Recall + [VOICEMAIL]
Volume — Handset/Headset	While on a call, press key on keypad
Volume — Ringer	While console is ringing, press key on keypad

© 2002, Mitel Networks Corporation. All rights reserved.
M Mitel (logo) and Mitel Networks are trademarks of Mitel Networks Corporation.
All other trademarks are the property of their respective holders. Printed in Canada.

51002231 Rev. C

MITEL NETWORKS

5550 IP Console Quick Start Guide

Call Handling

Answering a Call

- Lift the handset.
- Press [ANSWER] on the keypad
  OR
- Press the **[F1]** to **[F7]** softkey to answer a specific call.

MULTIPLE INCOMING CALLS

The Call Waiting indicators ( ) on the screen tell you additional calls are waiting. You must transfer or disconnect the current call, or put it on hold, before answering a new call.

Note: Pressing [ANSWER] automatically transfers the current call to the dialed destination and answers the first call in the call-waiting queue.

Transferring a Call

- Dial the destination number.
- Press [RELEASE] on the keypad to complete the transfer and disconnect the call from the console.

Correcting a Misdialed Number

- Press [CANCEL] on the keypad, and then redial the number.

Recovering the Last Call

You can recover a call you transferred to an extension by mistake.
- Press [RECOVER] immediately after completing the transfer.

Putting Calls On Hold

- Inform the caller that you are placing him or her on hold.
- Press [HOLD] on the keypad.

Retrieving Held Calls

- Press [RETRIEVE] and then dial the position number of the call (1-6) you want to retrieve.

Handling Recalls

Calls transferred to an extension but not answered within a specified time return to the console.

To answer a recall:
- Press the **[Recall]** softkey.
  OR
- Press [ANSWER] on the keypad.
  You are now connected and may ask if the caller wants to continue waiting or wants you to ring another extension.

- Depending on what the caller wants, you have several options at this point:
  - Press the **[Redial DEST]** softkey if the caller wants to continue waiting.
  - Dial another extension.
  - Press [RELEASE] on the keypad to disconnect the call.

TRANSFERRING RECALLS TO VOICEMAIL

When a call you transferred to an unanswered extension recalls, you can press [VOICEMAIL] on the keypad to transfer the caller to the extension's voice mailbox.

Setting up a Conference Call

To set up a conference call:
- With the two parties connected to the console - one in the **Source** area and the other in the **Destination** area - press the **[Conference]** softkey.

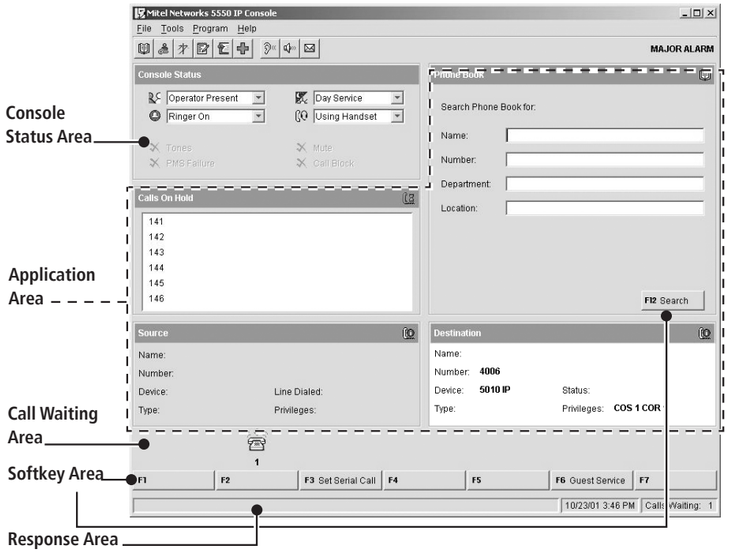
To split a conference to speak privately to either caller:
- Press either the **[Source]** or **[Destination]** softkey.

To add more parties to a conference:
- Dial the number of the next party.
- Press the **[Conference]** softkey.

If the line is busy or unanswered or the person is unavailable:
- Press [CANCEL] on the keypad to reconnect to the conference. You may continue dialing to add more parties to the conference.

To release the console from the conference:
- Press [RELEASE] on the keypad.
  Once you release the conference, you cannot re-enter it.

Console Components



Screen

The **Console Status area** shows you at a glance what state the console and the system are in – for example whether the console ringer is on or off and whether the system is in Day or Night Service.

The **Application area** is divided into four sections: The top left section displays information about calls on hold; the top right, a Phone Book for finding users on the system and other tools such as an electronic scratch pad for taking notes. The bottom two areas display information on the Source (calling party) and Destination (called party) of all calls handled by the console.

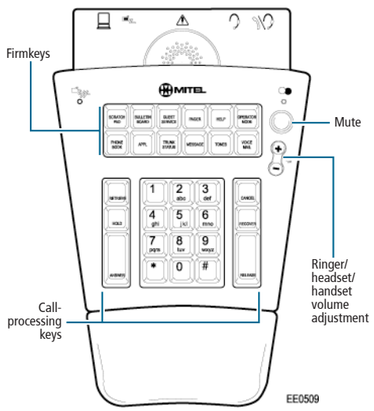
The information displayed includes the name of the party, extension or trunk number or trunk label, type of extension (e.g., Superset), status of call (e.g., ringing), privileges assigned to the trunk or extension, and the type of call (e.g., Conference, Recall, Serial).

The **Call Waiting area** displays an icon ( ) as a visual indication of incoming calls. The icon appears above the softkey that's used to answer the call.

The **Softkey areas** at the bottom of the screen and above the Destination area display the Softkey labels. The labels correspond to the Function keys on the computer keyboard.

The **Response area** at the bottom of the screen displays the date and time, the number of calls waiting to be answered, and messages received from the system.

Keypad



FIXED FUNCTION KEYS

Press...	To...
ANSWER	answer calls on either a "first come, first serve" basis (the default) or according t o priorities assigned using the Options command in the Tools menu.
RELEASE	complete a call transfer.
HOLD	put a call on hold.
RECOVER	return a call you transferred to the wrong extension to the console.
RETRIEVE	take a call off Hold.
CANCEL	clear misdialed numbers.

PROGRAMMABLE KEYS

SCRATCH PAD	Displays an electronic notepad where you can type messages from callers, reminders, questions, or anything else you would write on note paper. You can also use the Scratch Pad to store telephone numbers for speed dialing.
BULLETIN BOARD	Displays an area where you can type messages that can be viewed by all other 5550 IP Consoles on the system.
GUEST SERVICES	Displays room status information and softkeys for managing guest services in a Hotel/Motel installation.
PAGER	Accesses paging equipment for making announcements.
EMERGENCY CALLS	Raises an alarm at the console when an extension user places an emergency call, and identifies the extension that placed the call.
HELP	Opens Help, which provides information to help you accomplish your tasks.
OPERATOR MODE	Redisplays the main console screen.
PHONE BOOK	Allows you to find and call an extension by typing the user's name.
APPL	Starts another application that extends the capabilities of the 5550 IP Console. Your communications department selects the application.
TRUNK STATUS	Displays information about trunk (outside line) usage.
MESSAGE	Displays softkeys for setting or clearing the Message Waiting indicator on the dialed extension.
TONES	Sends subsequently dialed digits as tones (used when dialing into voicemail systems.).
VOICE MAIL	Transfers a recall to an extension user's voicemail box.

Hotel/Motel Features

You can do all of the following from an idle console or while connected to a guest room.

If the console is idle, start here

- Press GUEST SERVICE on the keypad.
- Type the room number in the **Room Number** box.

Checking In and Checking Out Guests

- Press GUEST SERVICE on the keypad.
- Press the room. (How? See Searching for Rooms.)
- Press the **[Check-in]** or **[Check-out]** softkey.
- Press the **[Save]** softkey to save the changes.

Searching for Rooms

- Press GUEST SERVICE on the keypad.
- Do one of the following:
  - To display information for a specific room, use the computer keyboard to type the room number in the **Room Number** box.
  - To find rooms by occupancy and condition status, click **Room Status**, and then select states from the *Occupancy* and *Condition* lists.
  - To begin searching from a particular room, type the number of the room in the **Starting at room** box.
  - To find a guest's room, click **Last Name of Guest**, and then type the guest's last name.
- Press the **[Search]** softkey.

  To view information for a room, click to select it, and then press the **[Select]** softkey.

Blocking Room-to-Room Calls

To control whether Call Blocking affects a room

- Press GUEST SERVICE on the keypad.
- Enter the room number using the computer keyboard.
- Press the **[Search]** softkey.
- In the *Call Block* list, select the option you want.
- Press the **[Save]** softkey.

To turn Call Blocking on or off for the entire system

- Select **Guest Services** on the **Tools** menu.
- Select **Toggle Call Block**.

The *Call Block* indicator in the *Console Status* area appears dimmed when *Call Blocking* is turned off.

If the console is connected to a room, press the [Guest Service] softkey, and then...

Changing Room Occupancy and Condition Status
- Select the required states from the *Occupancy* and *Condition lists*.
- Press the **[Save]** softkey to save the changes.

Setting and Canceling Wake-up Calls
- Click in the *Wake-up* box, and then type the hour and minutes in 24-hour format. You must enter four digits – for example 0630 for 6:30 AM (or 1830 for 6:30 PM).
- To cancel a wake-up call, delete the time from the *Wake-Up* box.
- Press the **[Save]** softkey to save the changes.

Setting and Canceling Do Not Disturb
- Select **Set Station DND** or **Cancel Station DND** on the **Program** menu.
- Type the room number using the computer keyboard.
- Click **Yes**, and then **Quit**.

Setting and Canceling Message Waiting
- Press MESSAGE on the keypad.
- Press the **[Set MSG Waiting]** or **[Clear MSG Waiting]** softkey.

Setting Room Calling Restrictions
- From the *Call Restriction* list, choose one of the following:
  - *Internal* to allow internal calls only.
  - *Local* to allow internal and local calls.
  - *Long Distance* to allow internal, local, and long distance calls.
  - *Option 1*, *Option 2*, *Option 3* to impose special call restrictions determined by system programming.
- Press the **[Save]** softkey to save the changes.